



## JOB DESCRIPTION

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**JOB TITLE:** Human Resources Assistant

**DEPARTMENT:** Office of the City Manager

**REPORTS TO:** Assistant to City Manager

**DATE:** May, 2009

**EMPLOYEE UNIT:** Management & Confidential

**Supersedes:** August, 1998

**FLSA EXEMPT:** No

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**JOB SUMMARY:** Under direct supervision of the Assistant to City Manager, the Human Resources Assistant provides varied and responsible office and technical support for the City's human resources activities. May take direction from the Human Resources Coordinators.

**CLASS CHARACTERISTICS:** This is a confidential non-exempt, journey level classification who provides well-developed office support skills and the ability to learn and apply technical knowledge related to human resources functions such as recruitment and selection, benefits administration, personnel record keeping, workers compensation, salary and classification, and other related activities. Technical knowledge and skill as well as the utmost confidentiality are required, and these characteristics distinguish this class from the general office support classes.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The following duties are performed personally, in cooperation with the Assistant to City Manager and/or in coordination with other City staff. Additional duties may be assigned.

1. Receive visitors and answer general inquiries regarding Human Resources Office procedures and functions, and transfer and refer calls as appropriate.
2. Retrieve messages from the City's Job Hotline and web site and send out the requested application materials.
3. Review application materials to determine if they are complete and notify applicants regarding the completeness of their application materials.
4. Assist with the preparation of oral board interview binders and related materials.
5. Assist with employee benefits enrollment.
6. Log and file personnel, workers compensation, and disability documentation in appropriate files.
7. Prepare and update a variety of letters, reports, policies and other human resources documents utilizing a personal computer.

8. Assist with the processing of various employee benefits forms.
9. Prepare forms and boxes of records for off site storage.
10. Prepare invoices for signature by department director and forward approved documents to the Finance Department for processing.
11. Proofread and check typed materials for accuracy and completeness.
12. Enter and retrieve data using a computer-based records system.
13. Copy and distribute information to other City staff and outside agencies as appropriate and follow-up as required.
14. Operate standard office equipment including, but not limited to, copier, fax machine, calculator, typewriter, personal computer, folding machine, and telephone.
15. Distribute internal and external Human Resources Office mail.
16. Back-up other department support staff as needed.
17. Complete conference, meeting, and training registration forms for staff in functional area. May also make appropriate travel reservations.
18. Schedule appointments and conference rooms as needed.
19. May be required to drive to other City offices to pick-up or drop-off materials and may be required to drive to other locations to pick up supplies and other materials needed by staff in Human Resources.
20. Assist with the proctoring of selection process examinations.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education & Experience:**

1. Equivalent to graduation from high school.
2. Three years of responsible office administrative experience with at least one year of experience in human resources or payroll or in a role that required the handling of confidential matters and documents.
3. College level course work or other training that would provide familiarity with human resources issues is highly desired.

**Licenses & Certificates:**

1. Possession of a valid California Class C driver's license in compliance with adopted City driving standards.
2. Must possess a typing certificate (minimum net 40 words per minute) dated within the last six months.

**Knowledge of:**

1. Standard office administration procedures and practices, including business letter writing and the operation of common office equipment, including the use of a personal computer.
2. Record keeping, report preparation and filing methods.
3. Correct English usage, including spelling, grammar, and punctuation.

**Skill in:**

1. Providing varied office administrative and clerical assistance with a minimum of supervision.
2. Answering inquiries and providing factual, technical information regarding the activities of the Human Resources Office.
3. Making accurate mathematical calculations.
4. Prioritizing work, coordinating several activities, and following-up as required.
5. Using initiative and sound independent judgment within established guidelines.
6. Keyboarding accurately at a rate of 40 net words per minute from printed copy.
7. Customer service techniques and practices.
8. Providing outstanding customer satisfaction (internally and externally).
9. Use of common office software including Microsoft Office and applicable specialized human resources software.

**Ability to:**

1. Rapidly learn the specific procedures related to the work, including the use of a computer for word processing and records inquiry, under limited supervision.
2. Communicate tactfully and effectively with the public and City staff.
3. Develop and maintain effective working relationships with those contacted in the course of the work.
4. Use appropriate discretion and confidentiality regarding various Human Resources Office matters.
5. Prepare and update a variety of detailed reports and documents.
6. Use initiative and sound judgment within established guidelines.

**PHYSICAL DEMANDS:** Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
2. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus.

**WORK ENVIRONMENT:** Work environment characteristics described here are representative of those

an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Employee generally works 90% indoors and 10% outdoors.
2. The work environment indoors is usually in a temperature-controlled office; some travel is required.
3. Noise level in the work environment is usually moderate.